



Employee Health and Wellbeing Services

EMPLOYEE ASSISTANCE PROGRAMME

# MANAGER'S GUIDE TO THE EMPLOYEE ASSISTANCE PROGRAMME (EAP)



# OVERVIEW

The Employee Assistance Programme (EAP) is a service commissioned by MFT's Employee Health and Wellbeing (EHW) Services and delivered by Health Assured. This free and confidential service is available to all MFT employees. The EAP provides a range of emotional and practical support to promote the wellbeing of all MFT employees.

As a manager, the EAP can also help you to overcome obstacles in the management of your team, including conflict resolution and team building. The EAP provides you with an additional source of help in overcoming such issues.

As a manager you will be involved in facilitating appropriate support for your team where required. This includes recognising and identifying individuals who may benefit from signposting to support services. It is also important that managers assist in creating a culture that encourages speaking out and seeking support for any issues which may be having a significant negative impact on an employee.

This guide contains information to assist you further in promoting the range of EAP services to your team, as well as informing you of the support available to you as a manager.

## IN THIS GUIDE YOU WILL LEARN ABOUT:

01

The EAP and the benefits it provides to all MFT employees

02

The specialist support available to you as a manager from the EAP

03

How to signpost and refer employees to the EAP



# WHAT IS THE EAP?

The EAP is 24 hour 7 days a week helpline, available 365 days of the year. Our MFT colleagues can access structured counselling (as applicable), critical incident advice (telephone), online/app health and wellbeing support and specialist information.

The EAP has the wellbeing of employees foremost in mind. Those who actively address their issues have a greater chance of resolving them. The combination of guidance from the EAP and managerial support from you leads to a prompt effective resolution and improved working relationships.

The EAP is an employee benefit designed to help MFT employees deal with personal and professional problems which could be affecting their home or work life, and health and general wellbeing. The EAP is a confidential service, unless consent to share information is granted.

- Managerial advice line
- Legal Issues & Tax information
- Medical information
- Work Advice
- Family & relational advice
- Consumer Disputes & Debt Advice
- Gambling, drug/alcohol support
- Childcare advice
- Bereavement
- Stress & anxiety
- Housing concerns & financial information
- An online Wisdom Portal and app ([wisdom.healthassured.org](http://wisdom.healthassured.org)) (organisation code MFT123)
- Menopause information and support
- Rapid access to counselling, either face to face or telephone therapy (up to 6 sessions)
- A limited service is also available to immediate family members (spouses, partners and children aged 16-24)
- Online CBT courses



## What is the EAP?

The EAP is a 24-hour support service available to every MFT employee across the Trust, to help through life's problems.

All calls are confidential; however, exceptions can occur when there is a risk of serious harm to the caller or others, which legally requires the sharing of information with relevant authorities such as the individuals GP or the emergency services. Further information about how personal data within EAP is processed can be found at:

[www.healthassured.org/privacy-policy/](http://www.healthassured.org/privacy-policy/)



# AVAILABLE EAP SERVICES

## Counselling support services

- Telephone support for any matter ranging from bereavement to stress and anxiety
- Legal & financial information for practical problems causing personal distress
- Online Cognitive Behavioural Therapy (CBT)
- Managerial support, consultancy and coaching are available to managers
- Face-to-face Counselling and Cognitive Behavioural Therapy (up to 6 sessions)
- Online and video counselling is also available (as applicable)

The EAP's counsellors work in accordance to the British Association for Counselling and Psychotherapy's (BACP) ethical framework and guidelines. There are a range of male and female counsellors from a variety of ethnic, cultural and disciplinary backgrounds.

*A limited service from the EAP is also available to immediate family members (spouses, partners and children aged 16-24 in full time education, living in the same household).*

## LEGAL & FINANCIAL ADVISORY SUPPORT

The EAP's legal and financial advisory services team is made up of legal and human resource professionals. They receive regular training and ongoing development to ensure consistent quality while abiding by the appropriate professional code of conduct. They offer information and guidance on a wide range of topics, including private legal concerns such as writing a will, divorce procedures, probate costs, property and partnership rights, tenancy or boundary disputes or monitoring issues.



### Legal and financial wellbeing

Issues such as neighbour disputes or debt can affect our physical, emotional and mental health. We're here if such an issue ever arises.



#### Budgeting for change

A change in financial circumstance



#### Neighbour disputes

The main areas which can cause



#### Don't over commit

Bills are a fact of life—they only



# ONLINE SUPPORT AND WISDOM APP

The EAP provides a virtual library containing information and self-help guides. You can access this via the online portal [wisdom.healthassured.org](http://wisdom.healthassured.org), or via the app Wisdom (organisation code MFT123). There is a range of instant guidance and support for helping you manage your physical, mental and emotional health.

Wisdom, the free app, and the portal can help you resolve and manage issues that may be impacting your mental, financial, social and physical wellbeing. Key support features across wellness and wellbeing include:

- 24/7 access to support either through live chat or video call support functions with a wellbeing counsellor
- Wellbeing videos and webinars
- Mini health checks
- Four-week health and wellbeing plans
- Sleep sounds soundscapes
- Guided meditation and breathing exercises
- Yoga and fitness videos
- Interactive mood tracker
- Perks and discounts



Use the **organisation code MFT123** to access Wisdom. You will need to create a new account with an email address and password of your choice. Please note Wisdom has replaced the My Healthy Advantage and the Health Assured online portal.

## Download and Register

Follow these simple steps to download and register your Wisdom app

- Get it on the App Store
- Get it on the Play Store
- Sign Up Via Email
- Enter Your Code
- Enter Your Details
- Personalise Preferences
- Welcome to Wisdom

Download and register today  
Wisdom | health assured

Unique code:

GET IT ON Google Play | Download on the App Store



# THE EAP SERVICE AS A MANAGEMENT TOOL

As a manager involved in managing or looking after a team, the EAP has a dedicated service which can help you deal with important issues such as workplace conflict, holding difficult conversations, or managing change. The EAP management advisors have a thorough understanding of emotional health at work, as well as managerial requirements, therefore they can coach you through issues when supporting your employees.

Where appropriate, the EAP's managerial advisors can offer to role-play situations with you, or coach you through behavioural issues. They will help you formulate an action plan to improve performance, identifying achievable targets for your employee, and assist you in recognising practical and personal support that may be required to achieve them.

Once the action plan commences, you can schedule telephone appointments with the same advisor to discuss continued support, any progress, and other issues that arise.

*The EAP can be utilised as a manager's aid to deal with personal or work-related problems which may impact wellbeing, and the effectiveness of the team.*

**The managerial consultancy service provides coaching support to managers in areas such as:**

- Stress Management
- Conflict Resolution
- Communicating Change
- Work/Life Balance
- Early Intervention
- Performance & Appraisals
- Team Building
- Time Management
- Post-Trauma Support
- Prevention

The EAP is not a replacement for HR advice, or a replacement for your manager. Instead, the EAP is designed to work alongside you, offering services to compliment your needs and helping you to support your team.



# WHEN SHOULD A MANAGER USE THE EAP?

As a manager you are best placed to spot a problem early within your team members. You may become aware of issues regarding an employee, such as:

- Not coping with a job role they have always done well
- Bereavement
- Worries about a child or elderly relative
- Problems with colleagues
- Struggling with the differing demands of a new job role

You may be new in a managerial role, be unable to relate to the issues your team is facing or feel unsure of how to best respond to someone else's emotions. The EAP provides you with an additional source of help in overcoming such issues.

## ***3 simple steps for accessing support:***

1. Visit [wisdom.healthassured.org](http://wisdom.healthassured.org), or call the EAP directly on 0800 028 2047
2. Explain that you are a manager requiring assistance dealing with a member of your team
3. You will be put through to the relevant department, where a specialist will provide structured support and work with you towards a positive solution for you and the employee.

## WHAT WILL HAPPEN WHEN I CALL THE EAP?



A qualified counsellor or legal advisor will answer. If it's your first call, they'll ask the name of your employer, and some contact details. Health Assured use this information so they can get you set up on their system.



If you've called before, they'll ask some security questions. These are simple – your date of birth, or postcode. Data security is important, so you must answer these correctly to continue.



They'll ask what your call relates to. This is so you get the right support as quickly as possible. If a counsellor answers, and you need legal advice, they will transfer you to a legal advisor, and vice versa. In the unlikely event that the appropriate counsellor or advisor is unavailable, they'll arrange a call-back at the best time for you.



# REQUESTING SUPPORT VIA THE WISDOM APP OR PORTAL

Visit the **'Contact'** tab page of the website or app ([wisdom.healthassured.org](http://wisdom.healthassured.org)).



Select from live chat, video call, Wisdom AI, call the 24/7 365 helpline or **'Request contact'**.

## Contact Health Assured

We've made it as easy as possible to get confidential emotional and legal support when you need it. Just select from the following options

<b>Live chat</b> Get instant help! Click here to connect with our knowledgeable support team.	<b>Our helplines are open 24/7, 365</b> 0800 028 0199
<b>Video call</b> Connect face-to-face with our team and get the help you need.	<b>Request contact</b>
<b>Wellbeing wisdom in an instant</b> When you need answers, you need them fast. WisdomAI is a search engine which combines our counsellor's knowledge with the latest artificial intelligence.	

Complete the form, including your number, reason for calling and ticking the options you are comfortable with.

**Request contact**

Speak to someone at a time that suits you. A member of the team will be in contact as soon as possible.

Phone number

Reason for calling

Can we leave you a voicemail?  
 Yes  No

Can we contact you by SMS?  
 Yes  No

When is the best time to contact you?  
 AM  PM

**Request callback**

An EAP helpline advisor will contact you as soon as possible.



# SIGNPOSTING TO THE EAP

Informal employee referrals are the most effective way of encouraging employees to seek support:

1. You believe an employee would benefit from counselling
2. Explain the breadth of the support available to them via the EAP
3. Provide them with contact details for the EAP service by directing them to the helpline, online portal or app
4. Combination of guidance from the EAP and managerial support from you is more likely to lead to a prompt and effective resolution, and an improved working relationship

## MANAGER EAP REFERRALS

The paper referral forms are no longer accepted as the new online form will streamline the referral process.

Upon completion of the consent form, the referrer will be taken to the standard EAP form where it will capture the employees details.

The employee does not need to sign the form, however the referring manager will have to confirm that explicit consent has been obtained.

Please find below link to the form and also overview of the new process. The referral is inputted at the bottom of the page below the 'Guidance' and 'FAQ's'

**[https://pages.healthassured.org/EAP Management Referral Consent Required.html](https://pages.healthassured.org/EAP_Management_Referral_Consent_Required.html)**

## MANGER SPECIFIC SUPPORT AND INFORMATION SERVICES AVAILABLE THROUGH THE FOLLOWING:

24 Hour telephone support: 0800 028 2047

Online portal: [Wisdom\(healthassured.org\)](http://Wisdom(healthassured.org))  
(Organisation code MFT123)

Access to the free WISDOM app  
(Organisation code: MFT123)



# FAQs

## WHAT DOES AN EAP COUNSELLING CALL LOOK LIKE?

Health Assured counsellors use a proactive approach to supporting you. They offer space and time to talk about your concerns.

A few simple changes are often enough to make a world of difference. The counsellors can suggest useful resources that will help you make those changes. You might feel that this is enough—at the end of the call, the counsellor will explain the options available.

You can choose to simply call back if you want to talk again. Or, if you want to access structured counselling, the counsellor will offer to complete a clinical assessment. This takes around 20 minutes, where you'll be asked questions to ensure you get the best support possible, and you can complete the assessment at a time best for you.

**Counsellors are available 24/7, 365**

## WHAT DOES AN EAP ADVISORY CALL LOOK LIKE?

Health Assured advisors have the same proactive approach as the counsellors. They're experts in legal processes, obligations and liabilities.

They'll listen to your issues and offer guidance on the best way to proceed. While the advisors aim to resolve your issues in-house, sometimes they'll need to direct you to other resources. This is so you can be sure you're receiving the most appropriate advice.

**Advisors are available 24/7, 365**

## WILL HEALTH ASSURED CONTACT MY EMPLOYER?

The EAP is a confidential service. Health Assured **won't** contact your manager, the Employee Health and Wellbeing Service or anyone else from MFT when you call the EAP helpline.

The **only time** Health Assured will contact your employer is if you have been referred by your manager or by the Employee Health and Wellbeing Service. This is because Health Assured must have your written consent for you to be referred. In this circumstance, Health Assured will email the referrer to acknowledge receipt, and again if they can't contact you.



## WILL HEALTH ASSURED CONTACT MY GP?

In most cases, no. Health Assured would only need to share information if:

- They believed that someone else is at risk of serious harm.
- They were told about acts of terrorism or bomb warnings.
- You asked them to get you help because you can't do this yourself.
- You expressed that you were experiencing thoughts of self-harm or that you were having suicidal thoughts.

Health Assured will always seek your consent before contacting your GP or the emergency services. However, if it is deemed that you are an immediate risk to yourself or others, this may not be possible.

## WHAT ARE THE BENEFITS THE EAP CAN BRING TO MANAGERS AND TEAMS?

- Increased employee wellbeing
- Improved team morale
- Supports duty of care
- Supports absent team members
- Enhances staff retention
- Supports professional and personal development

## CAN THE EAP SUPPORT WITH EMERGENCY INTERVENTION SUPPORT?

As a manager you may be involved in supporting an employee who you have concerns about, regarding their safety. This situation may require your immediate action. The EAP can be used in these situations. The wallet card below provides simple information regarding the steps to take should you be concerned about the safety of an employee.



The wallet card is a teal-colored rectangle. At the top center is a white heart icon. Below it, the text reads: "Emergency intervention", "What to do if you are worried about someone's immediate safety", "0800 028 2047", and the "health assured" logo.

-  **Call help**  
Call **999** or **112** if there is an immediate danger of harm to them or others. If urgent care is needed but there isn't a threat to life, call **111**\*
-  **Stay with them**  
Don't leave them alone—ensure you or somebody else stays with them **until support arrives**.
-  **Remove any aid to harm**  
e.g. pills, knives, ropes, guns, car keys etc.
-  **Keep calm**  
Try to **remain calm and appear non-judgemental** of the situation. Showing that you care is a strong source of support.
-  **Talk openly**  
Be open to asking **how they feel**. This won't make the situation worse—it shows empathy and understanding. \*England, Scotland & Wales only



# WHAT WILL HAPPEN IF I ACCESS STRUCTURED COUNSELLING SESSIONS?



You will work with the same counsellor on a weekly basis at a location convenient to you, for up to 6 sessions. Each session will last for 50 minutes. The counselling sessions will provide a safe and confidential space for you to talk about how you are feeling and help to identify a way forward.

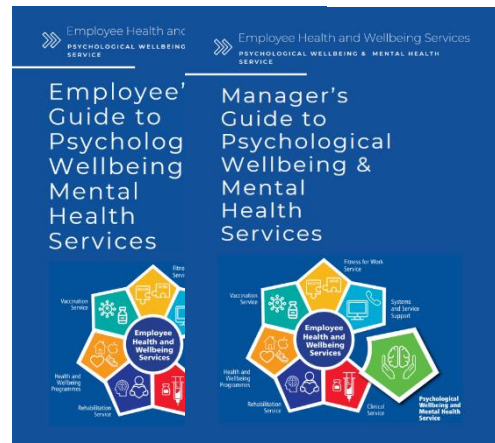


The counsellors use a solution-focused approach—this concentrates on the here and now. Talking through your problems is a powerful way to deal with them. This approach encourages mindfulness and helps build change.



You'll set targets and goals during the sessions, building your own plan and resources.

As a valued member of staff at MFT, your wellbeing matters. Further information about services and resources to support your health and wellbeing can be found on the [Employee Health and Wellbeing People Place Pages](#). Here, you'll find further employee guides such as the **Manager Guide to Psychological Wellbeing Services**, and the **Guide to Coping with Critical and Serious Incidents**.



If you have any queries, or should you have any problems accessing the EAP, or are dissatisfied with the service you have received from the **Employee Assistance Programme**, you can contact the Employee Health and Wellbeing Service by emailing: [ehw@mft.nhs.uk](mailto:ehw@mft.nhs.uk), or phoning **0161 276 4289**.



# Psychological Wellbeing & Mental Health Service



*Employee Health and Wellbeing Services*

---

CONTACT US

EMAIL:  
EHW@MFT.NHS.UK

Telephone: 0161 276 4289